



Audi

AUDI DEALER COMMUNICATION

Repair Available – Service Action 93L9 / High-Voltage Charging Unit Software

This notice is for:

- | | | |
|--------------------|-------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| ✓ Sales Managers | ✓ Service Advisor | |

Date: September 20, 2021

Issue: The high-performance charging procedure at public charging stations may sporadically be terminated. In addition to this, the charging flap can sometimes not be opened and/or the connector catch of the charging cable cannot be released.

- Repair:**
- REPAIR AVAILABLE – September 21, 2021 – Update high-voltage charging unit software
 - See ELSA/ServiceNet for complete repair & claiming instructions
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: No parts needed; software update only

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	E-TRON QUATTRO	4,643
USA	2021	2021	E-TRON SPORTBACK QUATTRO	1,745
CAN	2021	2021	E-TRON QUATTRO	262
CAN	2021	2021	E-TRON SPORTBACK QUATTRO	257

**Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

- Notes:**
- Schedule owner repairs immediately
 - Owner mailing – September 2021
 - Action expiration date: September 01, 2026

-END OF MESSAGE-

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Audi Public Relations.